

# **Bella Austria COVID 19 guidelines**

## **BEHAVIOUR FOR GUESTS IN ACCOMODATION FACILITIES**

- Keep at least 1 meter away from other people except people from the same household or fellow travellers in the same apartment.
- Wear mouth and nose protection in the entrance and reception area. This does not apply to children up to the age of 6 or to people who cannot be expected to do so for health reasons.
- Reserve in advance if possible. Reduce traffic jams at the reception and in the restaurant.
- Pay contactless if possible. Pay the invoice preferably with a card.
- Follow the instructions of the employees.
- Avoid shaking hands and hugs.
- Wash hands several times a day with soap and water for at least 30 seconds.
- Avoid touching the face with uncleaned hands.
- Sneeze or cough in the crook of the arm or in a handkerchief.
- Do not travel if there are signs of illness. If there are signs during the stay, contact the host.
- With your care you protect yourself as well as the other guests and your hosts!

## **BEHAVIOUR FOR WORKERS IN ACCOMODATION FACILITIES**

- Keep at least 1 meter away from other people except people from the same group inside and outside.
- Wear mouth and nose protection in the restaurant and reception area. This does not apply to children up to the age of 6 or to people who cannot be expected to do so for health reasons.
- Reserve in the restaurant in advance if possible. Reduce traffic jams at the reception and in the restaurant. Once you sit on the table you can take your mask off. Staff will get 10% discount in the restaurant
- Pay contactless if possible. Pay the invoice preferably with a card.
- Follow the instructions of the employees when instructed.
- Avoid shaking hands and hugs.
- Wash hands several times a day with soap and water for at least 30 seconds.
- Avoid touching the face with uncleaned hands.
- Sneeze or cough in the crook of the arm or in a handkerchief.
- Do not work if there are signs of illness. If there are signs during the stay, self-isolate in your accommodation straight away and inform the campsite managers. Our private numbers are: Carmen 0043 660 7036966 and Sam: 0043 664 99371316. Do not give out these numbers and only use them in an emergency.

## WHAT ARE THE SYMPTOMS OF COVID-19 DISEASE?

The coronavirus called SARS-CoV-2 can trigger a respiratory illness (COVID-19) with high fever and lead to severe pneumonia. Mild forms cannot be distinguished from an ordinary cold without testing.

### Clinical criteria

Any form of acute respiratory infection (with or without fever) with at least one of the following symptoms for which there is *no other plausible cause*:

- **to cough**
- **Sore throat**
- **shortness of breath**
- **Upper respiratory tract catarrh**
- **sudden loss of taste / smell**

In the case of corresponding diagnostic findings (e.g. laboratory chemical parameters and / or radiological findings) and / or evidence of infection epidemiology (e.g. previous contact with another SARS-CoV-2 case, regional virus activity in the areas in which the affected area is located in the past 14 days) who, in combination with the clinical symptoms, lead to an urgent medical suspicion of the presence of COVID-19, should also include cases that have clinical criteria and symptoms other than those mentioned (e.g. vomiting, Diarrhea) are classified as suspected cases.

The link to the information you can find here

<https://www.auva.at/cdscontent/?contentid=10007.858174&portal=auvportal>

## COVID-19 TRANSMISSION

COVID-19 transmission According to current evidence, COVID-19 virus is transmitted between people through respiratory droplets (particularly when coughing). Direct contact with an infected person or indirect contact, (touching a surface or object that has been contaminated with respiratory secretions) and then touching their own mouth, nose, or eyes is another route of transmission. Although most infected people develop mild symptoms, severe disease may result in older people and/or people with other medical conditions and they may require rapid hospitalisation.

<https://apps.who.int/iris/bitstream/handle/10665/331638/WHO-2019-nCoV-Hotels-2020.1-eng.pdf>

## WHAT TO DO IF PERSON HAS SUSPICIOUS SYMPTOMS?

If a person is suspected of being infected with COVID-19, the following measures should be taken:

- The person concerned, if present, immediately puts on a protective mask and goes to their own mobile home for isolation. Inform the campsite manager straight away.
- Call the health hotline at 1450 **immediately and follow the instructions**. If no one can be reached on the health hotline within a reasonable period of time and the person concerned has very severe symptoms (e.g. shortness of breath), please call the medical service 141 or the emergency call 144.
- After making contact, the employee must inform the campsite manager and the employer of the results of the call so that you can take further measures if necessary.
- Contact with the sick person should be limited to what is absolutely necessary.
- All people present should follow the rules of personal hygiene and keep a distance of at least one meter. All employees should stay at their place of work and wait for further instructions.
- Inform everyone involved about the situation (including temporary workers and customers involved).
- Find out everyone who has come into contact with the person concerned and follow the further instructions from the health authorities. Work with them on the epidemiological investigation.
- Staff to deinfest all tools (tools, table surfaces, keyboards, telephones, etc.) that are likely to be used by the person concerned as well as general contact surfaces such as door buckles etc.

The link to the information you can find here

<https://www.auva.at/cdscontent/?contentid=10007.858169&portal=auvportal>

Every staff member must strictly comply with the basic protective measures against COVID-19 recommended by Federal Ministry, such as hand hygiene, physical distancing, avoid touching eyes, nose and mouth, practice respiratory hygiene and to heed the advice to stay home, inform the campsite manager, so appropriate action can be taken, and seek medical attention if they have symptoms consistent with the disease.

Staff must be sufficiently informed about COVID-19 so that they can safely carry out their assigned tasks and prevent the possible spread of COVID-19 within the establishment. They must be capable of informing guests who inquire about the establishment's policy, in terms of the preventive measures established or other services that guests may require, a list of all the local medical staff and emergency numbers will be given to the staff upon their arrival. They must also be able to advise guests with respiratory symptoms to stay in their rooms until they are seen by a doctor—management should arrange it immediately—as well as to provide basic hygiene recommendations when asked. Staff, if possible, should not be older

or with underlying health conditions. Staff must take all necessary precautions, including physical distancing.

**In order to offer guests and employees protection against COVID-19 and security in their accommodation, everyone is required to consistently follow the rules of conduct. Here accommodation providers can find guidelines for safe hospitality.**

**What measures can I take in my accommodation facility so that the risk of infection is reduced / remains as low as possible?**

- Ensure a minimum distance of 1 meter
- Place information by means of displays, signs, stands, floor markings or other aids in the entrance areas and at the reception of the accommodation company.
- Avoid shaking hands and body contact.
- Set up tables and seating in the generally accessible areas so that the minimum distance is guaranteed.
- Avoid traffic jams as far as possible with measures to direct visitors. Make the length of stay at the reception as short as possible.
- People from the same household as well as guests who are accommodated together in one residential unit are excluded from the minimum distance.
- Observe guidelines for catering establishments for general information.

**What special cleaning measures do I take so that the risk of infection is reduced / remains as low as possible?**

- Experience has shown that surfaces that are often touched, such as door and window handles, light switches, plugs need to be disinfected with each changeover of the guests.
- Provide soap in each mobile home.
- Ventilate or keep doors open when preparing the mobile home as long as the weather permits.
- Make sure you sanitise items that are given to you by the customer and vice versa.
- Guests for our own Bella Austria Mobile homes will be asked to bring their own linen, bedding and towels where possible to keep our staff and other guests safe.
- Also sanitise and disinfect the outside furniture after the guests has left.
- When cleaning a mobile home, you have to wear a face mask or a face shield to avoid contamination. You must wear gloves and wash and clean your uniform regularly at a minimum of 60 degrees and washing powder.

## **GENERAL GUIDELINES ABOUT THE CAMPSITE**

## CHECK IN

- **Every morning before 11 am, once person of the team has to come to reception to compare lists and inform the staff in which mobile home is allocated to each guest in case of an emergency.**
- Check in for Bella Austria starts at 3pm.
- One guest has to do the check in for the whole traveling group at the reception first. There they have to show their passports and fill out a registration form.
- The Tourist Tax is also paid in reception. It is €1,20 per night per Person from the age of 15 years and older.
- The reception will call you whilst the guest fills out the form and will tell you the guests name.
- The reception will ask the guest to wait for you outside.
- Please come to reception to collect the guest. Check their name and check when they depart.
- Take them to their mobile home. They will follow you with their car. There is one parking space per mobile home directly outside. If there are two cars, one of them can park in the small car park at the left of the entry to the campsite.
- Show the guest the mobile home and do everything outside. Please put gloves on once you arrive at the MH. Sanitise the key before you give it to the guest.

### Additional For Staff

- Live area kept tidy
- No noise between 11pm and 8am
- Any lost property can be handed into reception
- Dog must be kept on lead at all times
- No fouling
- Not to be seen drinking or smoking in uniform
- All accommodations must be kept presentable externally
- All inventory must be stored appropriately, not outside!
- Uniform to be worn on duty
- Any deception or disregard of the truth will not be tolerated
- Inform the main reception which day is a free day
- Communicate with the main reception daily (by 10:30am)
- Staff are permitted guests at our discretion, who must also register with main reception. Any guests of staff that are not registered and without permission will be charged double the daily rate and then sent away from the campsite along with their host
- Any costs to the campsite due to wilful or malicious damage will be billed to the responsible person

- Speed limit on the campsite is 10kph
- The campsite accepts no liability for loss or damages caused by third parties or natural events
- No weapons permitted
- No drones are to be operated on site
- Any infectious disease must be reported to the management
- It is forbidden to dig pits, pour hot, chemical-laced, salty or any other waste onto the ground or to damage trees or other fauna on the campsite (This includes any and all cleaning products)
- No car washing is permitted on the campsite
- No BBQ on or near wooden decks or accommodation. BBQ must be off the ground to prevent damage
- Entrance to the campsite implies acceptance and adherence to these rules.
- Anybody responsible for vandalism, causing inconvenience or infringing on these rules will be sent away from the campsite

## **INFORMATION FOR GUESTS**

- All pets must be vaccinated, chipped and with a passport
- Dogs on lead at all time
- No fouling
- Quiet times between 11pm – 8am and 12pm - 1pm
- Check in at main reception in between 9am and 8pm, check/in times to the accommodation is left to the individual agencies
- All guests must provide identification upon arrival
- Registration number of the guests vehicle must be recorded
- All guests, 15 years and older must pay tourist tax. €1.20 per person per night. This must be paid on the day of arrival
- Recycling is compulsory by law in Austria, recycling points are provided
- children under the age of 8 must be supervised at all times on the campsite
- Any costs to the campsite due to wilful or malicious damage will be billed to the responsible person
- Parents will be held responsible for any damage caused by their children
- Electric cars can be charged from the mobile, the customer should seek permission from the tour operator first and remember 16amps!
- Speed limit on the campsite is 10kph
- One vehicle is permitted at accommodation, if the customer has a second car then it can be parked for free in the car park
- Erecting fences is forbidden
- No tents to be erected without prior agreement
- the campsite accepts no liability for loss or damages caused by third parties or natural events

- No weapons permitted
- No drones are to be operated on site
- no swings, hammocks or similar to be hung from Lampposts, trees etc
- It is forbidden to dig pits, pour hot, chemical-laced, salty or any other waste onto the ground or to damage trees or other fauna on the campsite (This includes any and all cleaning products)
- No car washing is permitted on the campsite
- No BBQ on or near wooden decks or accommodation. BBQ must be off the ground to prevent damage
- Any infectious disease must be reported to the management
- If, following inspection, it is discovered that there are more guests in an accommodation than declared upon arrival, the non-registered persons will be charged an additional 100% of the daily rate. The entire party will then be sent away from the campsite
- Anybody responsible for vandalism, causing inconvenience or infringing on these rules will be sent away from the campsite
- Any lost property can be handed into reception
- Entrance to the campsite implies acceptance and adherence to these rules.

**The campsite managers Carmen and Sam are happy to help, but please also remember that we do not have enough staff ourselves. Carmen is responsible for the reception and the office, and Sam for the property.**

I understand, read and sign

.....

Date: .....